



# ***LODGING TOUCH PROPERTY MANAGEMENT SYSTEM and IMPLEMENTATION LIFECYCLE***

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# ***Overview of the LTS Operating System***

- **Lodging Touch Software**
- **HIS of Irvine, CA is the vendor**
- **Windows NT Operating System**
- **SQL Database**
- **Server and Workstations**
- **Interfaces**
  - **Telephone Systems**
  - **Key Card Systems**
  - **Credit Cards**
  - **AIMS Accounting System**
  - **PBMSS**

# ***Standard Windows Configuration***

**Uses standard windows configuration which allows the user to perform tasks within the application.**

- **Bars**

- Title Bars
- Menu Bar
- Tool Bar
- Status Bar

- **Buttons and Lists**

- Icons
- Radio Buttons
- Drop Down Lists
- Action Buttons
- Check Boxes

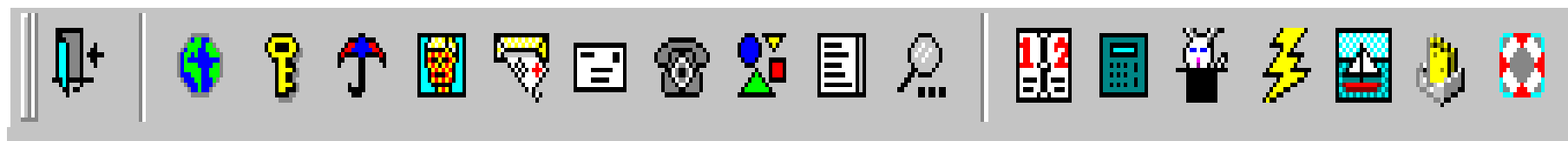


# *Windows Screen Bars*

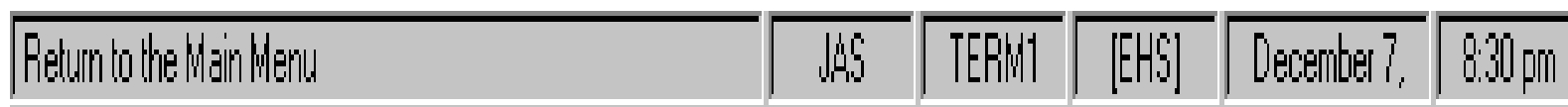
Title  
Bar



Menu  
Bar



Tool Bar

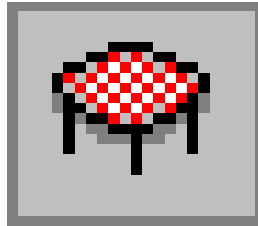


Status Bar

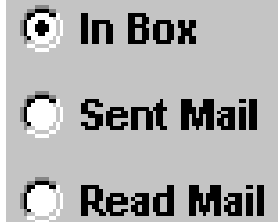


# Buttons and Lists

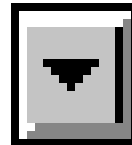
Icons



Radio  
Buttons



Drop Down  
Lists



Action  
Buttons

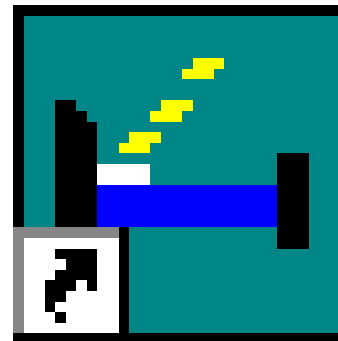


Check Boxes

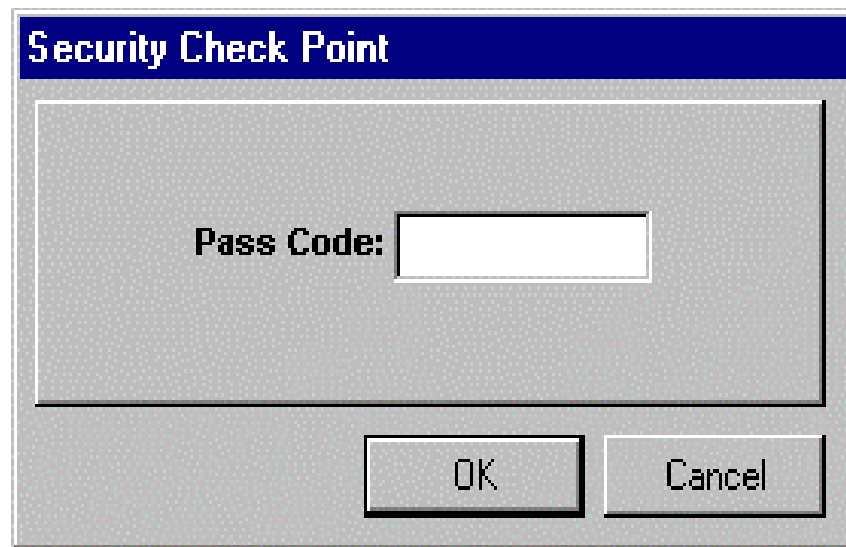


# *Logging in to Lodging Touch*

The Lodging Touch  
Icon - Double Click to  
Start the Program




Passwords are  
used to identify  
users and to allow  
users to perform  
actions permitted  
by their  
password.










# Guest Worksheet

LIBICA - [Operations - Guest Worksheet]

File Options List Action Cashier Tools Window Help



Guest Name	Account	Arrive	Depart	Room	Type	Vip	G
Select Query to Access List.							

 Reserve...  Cancel...  No Action...  Walk In...  Duplicate...  Undo...  View/Edit...

Maintain Guest Accounts, Housekeeping, Out of Order, etc. NEWPH CIO KKL Jun 02, 1998 1:43 pm

# Reservations and Check

Account: 100077 JAS CRS: 1000100122 Status: Reserved Balance: \$0.00

Arrival: 00/00/00 Adult:  Room Type:  Rate Reason:   
Nights:  Child:  Rate Plan:  Room:   
Departure: 00/00/00 Type:  Rate:  \$0.00

Name/GH:   Company/CH:   
Phone:  Address:    
Caller:  City St Zip:

Gtd/Pmt:  Source:  Geo:  Open:   
Deposit:  \$0.00 Due Date: 00/00/00 Track:  Language:  Confirm:   
CC:   \$0.00 Id:  Tax:  Y  
Holder:  Vehicle:  Vip:   
Notes:  NoPost:

T/A 1:  Comm:  Group:   
T/A 2:  Comm:  A/R:

Reserve: 12/07/98 Cxl: 00/00/00 In:  Out:  Last:



# Guest Folio

LIBICA - [Folio #100023 BRAKE, JILL - Gtd: CA - Rm: 108]

File Edit Options Tools Window Help



T	#	Date	Type	Comment	Payer	Amount	User	Adj
	1	06/01/98	RM	#108 BRAKE, JILL	GUEST	\$90.00	auto	
	2	06/01/98	RT	ROOM HOTEL TAX	GUEST	\$9.00	auto	

Total: \$99.00

Guest Bill\_Folio Center

NEWPH

CIO

KKL

Jun 02, 1998

4:43 pm

# Folio Wizard

**Folio Wizard**

Guest				
✓	#	Date	Type	Amount
	1	98 00:	RM	10.00
	11	98 00:	XRM	-2.00
	13	98 00:	MISC	85.25
	14	98 00:	LD	62.00
	2	98 00:	RM	10.00
	3	98 00:	RM	10.00
	4	98 00:	RM	10.00
	5	98 00:	RM	10.00

Incidentals				
✓	#	Date	Type	Amount
	12	98 00:	MV	7.95
	15	98 00:	LD	9.25
	20	98 00:	MISC	24.45
	21	98 00:	MV	7.95
TOTAL:				49.60

Group				
✓	#	Date	Type	Amount
	10	98 00:	MISC	65.00
	19	98 00:	SN	6.25
TOTAL:				71.25

A/R				
✓	#	Date	Type	Amount
	16	98 00:	MISC	372.95
	17	98 00:	MISC	225.00
	18	98 00:	MISC	450.00
TOTAL:				1,047.95


T/A				
✓	#	Date	Type	Amount

Company				
✓	#	Date	Type	Amount

Transaction Description: ROOM CHARGES

OK

Cancel

 Move

# Accounts Receivable Form

**LIBICA - [Accounts Receivable Form - New Account]**

File Options Tools Window Help

Account: **100002** Status: **Active** Permanent: ☐ Manager:  Type:

Name:  Address:

Phone:

Contact:  City St Zip:

Limit:  **\$0.00** Rate Plan:  Geo:  Last Paid: 00/00/00

Rating:  Rate Category:  Language:  Last Print: 00/00/00

Exchange:  Guest Discount:  **\$0.00** Balance:  **\$0.00**

Host Acct:  NIT:

T/A:  Aging Basis Date:

Established:  **00/00/00** Cxl Clk:  **00/00/00** Last Clk:  **00/00/00**

	Current	30+ days	60+ days	90+ days	120+ days	Balance Due
Current:	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00
All:	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00	<input type="text"/> 0.00

2 records read. JAS TERM1 TJG December 19, 11:55 am

# Group Booking Form

LIBICA - [Group Booking Form - New Account]

File Options Tools Window Help

Account: 100016 Status: **N** New Master: 10000 Manager: **MNGR** Property: **NEWPH**

Name:  Arrival:  Departure:

Company: **WEDDING ACCOUNTS** Address:

Phone:

Contact:  City St Zip:

Title:  Tax ID:

Gtd/Pmt: **MG** MANAGEMENT GUARANTEE Source: **OTH** Rate Supp:  VIP:

Deposit: \$.00 Due Date: 00/00/00 Track:  Confirm:  Tax: **Y**

CC / Exp:  Geo:  Reg Card:  Language:

Holder:

Notes:

Cutoff:  Rate Code:  Method of Payment:  Group rates?: **Y**

Cancel:  Type:  Method of Reservation:

A/R:

T/A:

Established: 00/00/00 Cxl Clk: 00/00/00 Last Clk: 00/00/00

Close this worksheet and return to the previous screen NEWPH CIO KKL Jun 04, 1998 6:45 pm

# Room Blocking Screen

**LIBICA - [Room Blocking]**

File Locator Action Tools Window Help

Room/Type	Mon 12/7	Tue 12/8	Wed 12/9	Thu 12/10	Fri 12/11	Sat 12/12	Sun 12/13	Mon 12/14
101 EQ4B <input type="text" value="4"/>								
102 EQ4B <input type="text" value="4"/>	HARRIS, MA		DONNER, JOHN					
103 EQ4B <input type="text" value="4"/>	HOOVER, TONY							
104 EQSB <input type="text" value="4"/>								
105 EQSB <input type="text" value="4"/>								
106 EQSB <input type="text" value="4"/>	STANLEY, P.							
107 EQSB <input type="text" value="4"/>								
108 EQPB <input type="text" value="2"/>								
109 EQPB <input type="text" value="2"/>		CARPET - CARPET CLEA			DAVIDS, HAROLD			
110 EQSU <input type="text" value="4"/>								
201 EQ4B <input type="text" value="4"/>								
202 EQ4B <input type="text" value="4"/>	HARVEY, PAUL							
203 EQ4B <input type="text" value="4"/>								
204 EQSB <input type="text" value="4"/>								
205 EQSB <input type="text" value="4"/>								

Enter Date/Room to Locate:

Ready JAS CIO KST Dec 7, 1998 6:58 pm

# Housekeeping Room Status

LIBICA - [Housekeeping - Room Status]

File Options Locator Tools Window Help

Room/Type	Sv	Maid	FD	Hskp
100 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
101 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
102 KNns	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
103 KNns	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
104 DDsm	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
105 DDsm	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
106 KNsm	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
107 KNsm	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
108 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
109 DDnsad	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
110 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
111 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
112 KNns	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
113 KNns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
114 DDsm	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
115 DDsm	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
116 KNsm	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
117 KNsm	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
118 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
119 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
120 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
121 KNns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
122 KNns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
200 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
201 DDns	<input checked="" type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
202 KNns	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean
203 KNns	<input type="radio"/> Dirty	<input type="radio"/> Insp	<input type="radio"/> TrnDn	<input type="radio"/> Clean

Legend: = Vacant = Occupied (click or press spacebar to change)

Enter Room to Locate:

Change room status from dirty to clean or vice versa

NEWPH CIO KKL Jun 02, 1998 8:15 pm



# ***Standard Configuration***

- **A standard configuration will be used at all sites where Lodging Touch will be installed.**
- **Benefits of a standard configuration are:**
  - **Consistent room types at all properties**
  - **Reporting across several locations will produce consistent reports**
  - **Ease of interfaces with other systems such as CRS**
- **The version of Lodging Touch software we use is called the JAS (Joint Armed Services) version. HIS has modified the software slightly at the request of the Air Force, Navy and Marines to reflect certain unique needs of the Armed Services.**





# ***Pre-Installation***

- **Site survey**
- **Equipment acquisition**
- **Site preparation (cabling, phone line installation, etc.)**
- **Activity information gathering**
- **Employee prep**





# ***Installation***

- **Hardware loading at HIS in Irvine**
- **Hardware loading on-site**
- **Hardware set up for training**
- **Site configuration and data input**



# ***Training***

- **Employee work schedules**
- **Training schedules**
- **Management participation**

# ***Transition to Live***

- **Installation and testing of interfaces**
- **Data input**
  - In house perm party
  - Future reservations
  - In house transients
- **Accounts receivable conversion**
  - Fast posting A/R balances
  - Verification of system A/R balances
- **Live support / hand holding**
- **Software support**



# ***After Installation***

- **Reports**
- **Suggestions**
- **Lessons Learned**

